

<b>Notice of References Cited</b>	Application/Control No. 09/705,671	Applicant(s)/Patent Under Reexamination MARTIN, DAVID	
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**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-US 5966695A	10-1999	Melchione et al	705/10
	B	US-US 6236977B1	05-2001	Verba et al.	705/10
	C	US-			
	D	US-			
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	K	US-			
	L	US-			
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	N					
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**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Taking Care of the Back End" by Tom Woods, Marketing Computers, v17, n6, p56(3), June 1997, Dialog File 275, record # 02165950
	V	"Telemarketing in Recessionary Times " by Jim Domanski, Sales and Marketing Management in Canada, v32n1, pp 21-22, Jan 1991 Dialog File 15, record # 00536225
	W	"Shopping for sales software", by Elisabeth Boone, American Agent and Broker, v67 n11, pp 22-30, Nov 1995, Dialog File 15, record # 01127494
	X	"How to establish quality control over the sales force" by Ed Roseman, Medical Marketing and media v27, n10, p.544(7) , Oct. 1992, Dialog File 148, record # 06199077

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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	U	"Selling" by Anonymous, Marketing Telemarketing Awards 1997 Supplement, pp 18-19, Jun 19, 1997, Dialog File 15, Record # 01444255
	V	"I want my MVT ": Drive marketing results with multivariate testing techniques" by Bell, Gordon H., Dialog File 15, record #01549882
	W	
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